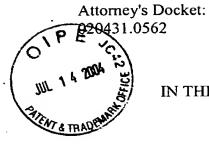
7-16-04

PATENT APPLICATION 09/415,507

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RULE 116 AMENDMENT RESPONSE TO FINAL REJECTION

In re Application of:

Mukesh Dalal

Serial No.:

09/415,507

Filing Date:

October 8, 1999

Group Art Unit:

3623

Confirmation No.

4917

Examiner:

Susanna M. Meinecke Diaz

Title:

Method and System for Optimizing Request-Promise

Workflows

Mail Stop AF

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

Express Mail Label Number EV 322192098 US

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated below and is addressed to Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA

Willie Jiles

Date Mailed: July 14, 2004

Response Pursuant to 37 C.F.R. § 1.116

In response to the final Office Action mailed April 14, 2004, Applicant respectfully requests the Examiner to reconsider the rejection of the claims in view of the following amendments and remarks. Please amend the Application as follows.